

OFFICE OF THE CHIEF OF POLICE

SPECIAL ORDER NO. 3

February 20, 2013

SUBJECT: **ANSWERING DEPARTMENT TELEPHONES - REVISED;
TELEPHONE CALLS PLACED TO GEOGRAPHIC AREAS AND
DIVISIONS VIA TELECOMMUNICATIONS DEVICES FOR THE
DEAF - RENAMED AND REVISED; BUSINESS CARDS -
FORMATTING AND LANGUAGE GUIDELINES - REVISED; AND
WATCH COMMANDER'S DAILY REPORT, FORM 15.80.00 -
REVISED.**

PURPOSE: The Department has recently purchased and installed
 the new NexTalk, Text-Telephone (TTY) application on
all Area/division front desk computers in order to improve the
level of service provided to hearing-impaired callers.

PROCEDURE: Attached are the applicable Department Manual
 Sections pertaining to the handling of calls for
service placed to Areas/divisions by members of the
hearing-impaired community, with revisions indicated in italics.
The *NexTalk TTY User Quick Reference Guide* has been added to the
Guides link, under "Reference Library" on the Department's Local
Area Network (LAN).

- I. **DEPARTMENT MANUAL SECTION 4/190.10, ANSWERING
DEPARTMENT TELEPHONES - REVISED.** This section is
revised to replace all references of the old
Telecommunications Devices for the Deaf (TDD) with
the current NexTalk TTY application.
- II. **DEPARTMENT MANUAL SECTION 4/190.15, TELEPHONE CALLS
PLACED TO GEOGRAPHIC AREAS AND DIVISIONS VIA
TELECOMMUNICATIONS DEVICES FOR THE DEAF - RENAMED
AND REVISED.** Department Manual Section 4/190.15,
*Telephone Calls Placed to Areas and Divisions Via
Telecommunications Devices for the Deaf*, is renamed
*Telephone Calls Placed to Geographic Areas and
Divisions Via the NexTalk TTY Application for the
Hearing-Impaired*. The existing procedures remain
unchanged.
- III. **DEPARTMENT MANUAL SECTION 4/296.02, BUSINESS CARDS -
FORMATTING AND LANGUAGE GUIDELINES - REVISED.**
Department Manual Section 4/296.02, *Business Cards -
Formatting and Language Guidelines*, has been revised
to require TTY replace TDD references printed on the
back of all business cards.

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Note: The existing TDD phone numbers are current for the NexTalk TTY application.

- IV. **WATCH COMMANDER'S DAILY REPORT, FORM 15.80.00 - REVISED.** The Watch Commander's Daily Report, Form 15.80.00, has been revised to replace all TDD references with TTY. The use, completion and distribution of the form remains unchanged. A printout of the successful "test" attached to the Form 15.80.00 is required for each watch.

FORM AVAILABILITY: The revised Watch Commander's Daily Report, Form 15.80.00, will be placed on the Department's Local Area Network (LAN) and made available for ordering from the Distribution Center, General Services Department, within 90 days. A copy of the form is attached for duplication and immediate use. The existing stock of the forms and business cards may be used until depleted.

AMENDMENTS: This Order amends Sections 4/190.10, 4/190.15 and 4/296.02 of the Department Manual.

AUDIT RESPONSIBILITY: The Commanding Officer, Internal Audits and Inspections Division, will review this directive and determine whether an audit or inspection will be conducted in accordance with Department Manual Section 0/080.30.



CHARLIE BECK
Chief of Police

Attachments

DISTRIBUTION "D"

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190. TELEPHONES, USE OF DEPARTMENT.

190.10 ANSWERING DEPARTMENT TELEPHONES. An employee answering a public Department telephone (usually those connected to the City Centrex System) *will* state the following:

- "Good morning," "Good afternoon" or "Good evening," as applicable;
- His/her office, group, bureau, division, section, unit or, Community Outreach Center or if the location is a community police station, the name of the geographic command followed by the phrase "Community Police Station," i.e., "Rampart Community Police Station";
- His/her rank or title, and last name; and,
- "May I help you?"

When answering other Department telephones (outside, private or non-Centrex), the employee may answer by giving the number of the telephone only. However, *an Area/division* commanding officer (CO) may authorize some other response for non-public telephones, which are used for undercover operations.

To ensure continuous and quality service to the hearing-impaired community, Area commanding officers *will*:

- Ensure that *the Area/division NexTalk Text-Telephone (TTY) application is launched and active on at least one front desk computer;*
- Ensure sufficient personnel at each Area station are trained in the proper use of the *NexTalk TTY application;*
- Cause Area training coordinators to assume responsibility for training of personnel in the use of the *NexTalk TTY application;* and,
- *Ensure all references to (TDD) are replaced with TTY for the hearing-impaired (the telephone numbers remain unchanged), to the next and all subsequent printings of Area/division business cards.*

190.15 TELEPHONE CALLS PLACED TO GEOGRAPHIC AREAS/DIVISIONS VIA NEXOTALK TTY APPLICATION FOR THE HEARING-IMPAIRED. The Americans with Disabilities Act (ADA) prohibits discrimination against qualified individuals with disabilities in all programs, activities and services of public entities. Thus, individuals with disabilities must be afforded telephonic access to all Area/division stations as *is* the hearing community. The Department utilizes the *NexTalk TTY application* at Area/division front desks, to receive calls from the hearing-impaired community.

OFFICER'S RESPONSIBILITIES. *Officers at each Area/division are responsible for answering, handling and completing calls for service from the hearing-impaired community. Calls for service received at Areas/divisions via the NexTalk TTY application, which are not answered within the first five rings, will be forwarded to the Communications Division (CD) non-emergency line. Area/division front desk officers or the Emergency Board Operator (EBO)*

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answering the call will determine whether the call is of an emergency nature, and if so, will dispatch a unit to the scene. All other telephone calls will be screened by personnel, who *must* determine the appropriate routing.

COMMUNICATIONS DIVISION'S RESPONSIBILITIES. Personnel assigned to CD *will* adhere to the following procedure when receiving a call for *service from a member of the hearing-impaired community*. Upon receipt of a call, CD personnel *will* determine the nature of the call. The majority of calls will fall within the following categories:

- Emergency call for service;
- Non-emergency call for service;
- General information;
- Telephonic report; or,
- Attempt to contact Department personnel at the Area/divisional level (e.g., detective, watch commander, Area commanding officer, etc.).

In all cases in which CD personnel respond to a call *for service from a member of the hearing-impaired community*, which requires follow-up action by a Department employee (e.g., radio call, police report, etc.) an incident number *must* be generated. An incident number is not required if no further action is required, such as requests for general information.

After determining the nature of the call, CD personnel *will* take the following appropriate action:

- Emergency and non-emergency calls for service from *hearing-impaired* callers *will* be handled in the same manner as any other call for service and a radio car will be dispatched to the location. Specific comments *must* be included in the incident log that the reporting party *is hearing-impaired*;
- General information questions should be answered by the EBO, whenever possible. When questions are more appropriately directed to the Area/division, the EBO *will* notify the watch commander and/or a supervisor at the concerned Area/division, and include the notification information in the comments of the incident log, prior to closing out the incident; and,
- For telephonic reports or calls requiring a response from Area/division personnel, the EBO *will* notify the watch commander and/or a supervisor at the concerned Area/division, and include the notification information in the comments of the call prior to closing out the incident.

WATCH COMMANDER'S RESPONSIBILITIES. All personnel assigned as Area/divisional watch commanders *must* adhere to the following procedures when receiving *notification* from CD regarding a call *from a hearing-impaired caller* assigned to them:

- Determine the nature of the call. Calls from CD will be either non-emergency calls requiring the desk officer to complete a report, or calls for a specific Department member (e.g., detective, watch commander, or Area commanding officer) to contact the hearing-impaired caller via the station's *NexTalk TTY application*;

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- Ensure incoming calls are logged. A “Special Investigator Assignment/Control Log,” Form 15.60.00, commonly referred to as a System To Optimize Radio Car Manpower (STORM) log, *must* be used to record incoming STORM calls. All calls from CD will have a corresponding incident number and *must* be logged on the STORM log as either the specific type of report being taken, or as “Other” in the “Type of Call” box, if it requires a specific Department member to contact the hearing-impaired caller;
- Ensure the hearing-impaired caller is contacted within an hour. All calls from CD will require that the desk officer or specific Department member contact the initiating caller. Officers assigned to the front desk may either complete the necessary report via the Area’s/division’s *NexTalk TTY application* or, if requested by the hearing-impaired caller, assign an **available** patrol unit to respond to the caller’s location;
- Ensure that the incident is updated on the STORM log and that a disposition code and any other pertinent information is entered on the STORM log prior to end of watch; and,
- Ensure that all problems with Area/division *NexTalk TTY application* are documented in the Watch Commander’s Daily Report, Form 15.80.00, and are reported to the *Information Technologies Division Help Desk at (213) 473-9900, or via self-ticketing; accessible at <http://helpweb/sc/ess.do>.*

Note: All calls, regardless of type, *must* be addressed utilizing the aforementioned guidelines within **one hour** of the watch commander being contacted by CD. In the event that a report cannot be completed within an hour or the requested Department personnel are unavailable, the watch commander or his/her designee *must* contact the hearing-impaired caller and provide them with an estimated time at which they can expect to have their call addressed.

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296.02 BUSINESS CARDS - FORMATTING AND LANGUAGE GUIDELINES. The front of the Department-issued business card *must* contain the following information:

- The telephone number of the issuing employee's bureau, group, Area/division of assignment;
- "Join the LAPD (866) 444-LAPD – Recruitment Hotline" at the bottom of the card;
- The Department's recruitment website, www.joinLAPD.com, underneath the www.LAPDonline.org website; and,
- The specific telephone number of the *NexTalk TTY application* located in the Area, division, or section in which the employee is assigned. However if *the NexTalk TTY application* is not available where the employee is assigned, the Communications Division TTY number, (877) 275-5273 *will* be used in its place.

The back of the Department-issued business card *must* contain the following information:

- The upper portion *must* contain appropriately identified spaces for the date, time, incident number; and,
- Each card *must* state the following information verbatim: If you wish to comment on the level of service you received, please contact a Department supervisor or telephone 1-800-339-6868, or *TTY for the hearing-impaired* (213) 485-3604."

Non-Department-issued business cards used while on duty, or for identification as a Department employee while off duty, *must* contain identical information provided on the Department-issued business cards. This includes the information and phone numbers on the back of the card. The City seal may be replaced with the Department seal or an image of the Department badge of the appropriate rank. All images, slogans, or verbiage other than those contained on the Department-issued business cards, *must* be approved by the employee's commanding officer prior to use. Consideration for the cards' content should include its format, professionalism, and appropriateness of the Department's image to both the public and law enforcement community.

LOS ANGELES POLICE DEPARTMENT WATCH COMMANDER'S DAILY REPORT

AREA/DIVISION	DATE	DAY OF WEEK	WATCH	W/C NAME	SERIAL NO.	ASST W/C NAME	SERIAL NO.	DET. W/C NAME	SERIAL NO.

DEPLOYMENT	WATCH #	WATCH #	DEPLOYMENT	WATCH #	WATCH #	DEPLOYMENT	WATCH #	WATCH #
	Actual	Plan		Actual	Plan		Actual	Plan
Field Sergeants			ZL Units			SLO Units		
A Units			U Units			EL Units		
L Units			Desk			GED		
X Units			Jail			NED		
XL Units			Vice			ACC/STORM		
Z Units			FB Units			MQ Units		
T Units			TL Units					
TOTAL			TOTAL			TOTAL		

Briefly explain any deviation from planned deployment.

Watch #	Watch #
ROLL CALL TRAINING	
Subject: <div style="border: 1px solid black; height: 20px; width: 100%;"></div>	Subject: <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
Conducted By: <div style="border: 1px solid black; height: 20px; width: 100%;"></div>	Conducted By: <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
Inspection By: <div style="border: 1px solid black; height: 20px; width: 100%;"></div>	Inspection By: <div style="border: 1px solid black; height: 20px; width: 100%;"></div>

Time	Initial	STATION INSPECTIONS (Minimum - Two per Watch)
hrs		Remarks: <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
hrs		Remarks: <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
hrs		Remarks: <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
hrs		Remarks: <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
hrs		Complaint Forms/Envelopes Accessible in Lobby? Yes <input type="checkbox"/> No <input type="checkbox"/> Action Taken: <div style="border: 1px solid black; width: 100%;"></div>
hrs		CHANGE OF WATCH CALLS HOLDING: <div style="border: 1px solid black; width: 50px;"></div> STORM <div style="border: 1px solid black; width: 50px;"></div> TIMED OUT <div style="border: 1px solid black; width: 50px;"></div>
hrs		HOLDING TANK/BENCH CHECK: No. of Arrestees <div style="border: 1px solid black; width: 50px;"></div>
hrs		JAIL INSPECTION: NO. FELONY <div style="border: 1px solid black; width: 50px;"></div> NO. MISDEMEANOR <div style="border: 1px solid black; width: 50px;"></div> N/A <div style="border: 1px solid black; width: 50px;"></div>
hrs		NARCO LOCKER: # Items <div style="border: 1px solid black; width: 30px;"></div> # K/B's <div style="border: 1px solid black; width: 30px;"></div> REFRIGERATOR: # Items <div style="border: 1px solid black; width: 30px;"></div> # K/B's <div style="border: 1px solid black; width: 30px;"></div> FREEZER: # Items <div style="border: 1px solid black; width: 30px;"></div> # K/B's <div style="border: 1px solid black; width: 30px;"></div>
hrs		PRIOR WATCH UNITS OT: <div style="border: 1px solid black; width: 100%;"></div>

DOCUMENTATION AND ATTACHMENTS (Check Box if Applicable)

- ☐ DAILY WORKSHEET
- ☐ VEHICLE AND EQUIPMENT SHEET FROM PRIOR WATCH
- ☐ EQUIPMENT/KIT ROOM AUDIT
- ☐ MOBILE FIELD FORCE PRINTOUT
- ☐ FIELD SUPERVISOR DAILY LOGS
- ☐ NEXTALK TTY CHECK/AUDIT



ATTACH NEXTALK TTY PRINTOUT

**LOS ANGELES POLICE DEPARTMENT
WATCH COMMANDER'S DAILY REPORT**

AREA/DIVISION	DATE	DAY OF WEEK	WATCH	W/C NAME	SERIAL NO.	ASST W/C NAME	SERIAL NO.	DET. W/C NAME	SERIAL NO.

CONSENT DECREE/MAJOR INCIDENT TASKLIST

GANG ENFORCEMENT DETAIL (GED) (All information in this section shall be consistent with GED Supervisor's Daily Report.)

☐ **GED on RDO**

☐ **Received GED Daily Worksheet for Printout DPS System.**

☐ **Watch Commander briefed on GED's planned activities.** Briefed By:

Name	Serial No.

Note: All changes to the GED's planned activities shall be documented in the Narrative.

☐ **GED attended Patrol Roll Call.** Watch #

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Note: If operational needs preclude this, the Watch Commander shall document both the location of the GED's alternative roll call and confirmation of the Watch Commander's attendance.

☐ **Watch Commander notified of GED EOW.** Notified By:

Name	Serial No.

CATEGORICAL UOF(s) ☐ YES ☐ NO How Many?

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(Document the following in the Narrative portion of the Log.)

- Date/Time each involved in the Monitoring of Involved/Witness Employee(s).
- Name of All Supervisors Involved in the Monitoring of Involved/Witness Employee(s).
- Any Deviations from Department Procedure.
- Any Other Information of Potential Interest to Force Investigation Division Investigators (i.e., Employee was Transported to a Non-Department Facility, a change in Personnel Monitoring an Involved/Witness Employee due to Change of Watch, etc.)

☐ **RACR Division Notified: (213) 484-6700** (Print Name, Serial No.)

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NON-CATEGORICAL UOF(s) ☐ YES ☐ NO How Many? Level 1:

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 Level 2:

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PURSUIT(S): ☐ YES ☐ NO How Many?

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(Document the following in the Narrative portion of the Log.)

- Supervisor(s) Assigned to Investigate.

ARREST/BOOKING/CHARGE (Incomplete entries are documented in Narrative of W/C Log.)

<input type="checkbox"/> Adult Detention Logs Audited.	<input type="checkbox"/> New Log started at 0001 hours.
<input type="checkbox"/> Secure Juvenile Detention Logs Audited.	<input type="checkbox"/> New Log started at 0001 hours.
<input type="checkbox"/> Non-Secure Juvenile Detention Log Audited.	<input type="checkbox"/> New Log started at 0001 hours.

(Document the following in the Narrative portion of the Log.)

- Evaluate each incident in which a person is charged with below listed charges. Note if any issues concerning policy, tactics or training were identified and detail any actions taken. A pre-booking evaluation is not required for additional filing requests.

Arrests: 148 (a)-(b)-(c) PC 69 PC 241(b) PC 243(b)-(c) PC 244.5 PC 245 (c)-(d) PC